



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1648-MC

DATE: April 7, 2016

TO: All Iowa Medicaid Providers and Managed Care Organizations (MCOs)
Excluding Individual Consumer Directed Attendant Care (CDAC)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Update - Electronic Billing

EFFECTIVE: April 1, 2016

*******This letter replaces Informational Letter No 1635-MC dated April 1, 2016*******

This informational letter is to clarify the options available to providers who wish to submit claims electronically to the IME and MCOs.

Providers are encouraged to submit claims electronically, this allows for cleaner claims and faster adjudication. Providers may use any clearinghouse vendor to submit claims. The IME offers free software, the PC-ACE Pro32 Claims Management System, under Electronic Data Interchange Support Services (EDISS) to submit claims to the IME.

PC-ACE Pro with the MCOs:

Each of the three MCOs participates with Change Healthcare (formerly Emdeon) and providers may review the training documents on the DHS [Managed Care Organization \(MCO\)-Specific Materials](#)¹ web page for details. Providers must work directly with the MCOs and their clearinghouses to test and certify that the provider can submit claims using PC-ACE Pro32 with each MCO.

EDISS does not provide support for PC-ACE Pro32 questions or usage as it relates to MCO claim submission. If submitters wish to continue PC-ACE Pro32 usage for MCO claim submission, they should take steps to obtain their own licensed copy of the software. To learn more about this option, submitters can visit: the [ABILITY PC-ACE](#)² website.

Payer IDs:

Each payer uses a unique payer ID to identify the appropriate health plan for reimbursement of services rendered. When submitting claims electronically it is important to include the appropriate payer ID. Below is a list of the payer IDs for the IME and each of the three participating MCOs.

¹ <https://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization/MCO-materials>

² <http://abilitynetwork.com/services/pc-ace/>

- AmeriHealth Caritas Iowa, Inc. - EDI Payer ID# 77075
- Amerigroup Iowa, Inc. - EDI Payer ID# 27514
- United Healthcare Plan of the River Valley - EDI Payer ID# 87726
- Iowa Medicaid Enterprise - Payer ID# 18049

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at imeproviderservices@dhs.state.ia.us.